Title 1990 PROGRAM BROCHURE & ORDER FORMS - CSP

Code FCSP

U.S. Internal Distribution of Brochures

CA

Chris Carter/Marketing Files (2)
Sheila Collins (1)
Pat Cunningham (1)
Peter Cunningham (1)
Mark Drisko (1)
Renee Fenstermaker (1)
Bob Goodwin (1)
Nancy Hill (1)

Andrea Jeris (2)
Denny Wayson (1)
Jan Woolley (1)
Program Manager (as applicapable) (1)
Receptionist (1)
Balance to Sharon Collins

Total 15-16

NJ— Orinda Hoffmann (10)

Program Manager (as applicapable) (1)

Total 11-12

DC— Barbara Fisher (10)
John Frank (1)
John Quackenboss (1)
Scott Lewis (1)
Program Manager (as applicapable) (1)

Total 13-14

UK— Wendy Levis (10)
Keith Hocking (1)
Peter Lines (1)
Carol Nice/Marketing files (2)

Total 14

Paris **Total 10**

Japan **Total 10**

Approx. TOTAL 75

9/89

Title 1990 PROGRAM BROCHURE & ORDER FORMS - CSP

Code FCSP

U.S. Internal Distribution of Brochures

CA

Chris Carter/Marketing Files (2)
Sheila Collins (1)
Pat Cunningham (1)
Peter Cunningham (1)
Mark Drisko (1)
Renee Fenstermaker (1)
Bob Goodwin (1)
Nancy Hill (1)

Andrea Jeris (2)
Denny Wayson (1)
Jan Woolley (1)
Program Manager (as applicapable) (1)
Receptionist (1)
Balance to Sharon Collins

Total 15-16

NJ— Orinda Hoffmann (10)

Program Manager (as applicapable) (1)

Total 11-12

DC— Barbara Fisher (10)
John Frank (1)
John Quackenboss (1)
Scott Lewis (1)
Program Manager (as applicapable) (1)

Total 13-14

UK— Wendy Levis (10)
Keith Hocking (1)
Peter Lines (1)
Carol Nice/Marketing files (2)

Total 14

Paris **Total 10**

Japan **Total 10**

Approx. TOTAL 75

9/89

Title 1990 PROGRAM BROCHURE & ORDER FORMS - CSP

Code FCSP

U.S. Internal Distribution of Brochures

CA

Chris Carter/Marketing Files (2)
Sheila Collins (1)
Pat Cunningham (1)
Peter Cunningham (1)
Mark Drisko (1)
Renee Fenstermaker (1)
Bob Goodwin (1)
Nancy Hill (1)

Andrea Jeris (2)
Denny Wayson (1)
Jan Woolley (1)
Program Manager (as applicapable) (1)
Receptionist (1)
Balance to Sharon Collins

Total 15-16

NJ— Orinda Hoffmann (10)

Program Manager (as applicapable) (1)

Total 11-12

DC— Barbara Fisher (10)
John Frank (1)
John Quackenboss (1)
Scott Lewis (1)
Program Manager (as applicapable) (1)

Total 13-14

UK— Wendy Levis (10)
Keith Hocking (1)
Peter Lines (1)
Carol Nice/Marketing files (2)

Total 14

Paris **Total 10**

Japan **Total 10**

Approx. TOTAL 75

9/89

Title 1990 PROGRAM BROCHURE & ORDER FORMS - CSP

Code FCSP

U.S. Internal Distribution of Brochures

CA

Chris Carter/Marketing Files (2)
Sheila Collins (1)
Pat Cunningham (1)
Peter Cunningham (1)
Mark Drisko (1)
Renee Fenstermaker (1)
Bob Goodwin (1)
Nancy Hill (1)

Andrea Jeris (2)
Denny Wayson (1)
Jan Woolley (1)
Program Manager (as applicapable) (1)
Receptionist (1)
Balance to Sharon Collins

Total 15-16

NJ— Orinda Hoffmann (10)

Program Manager (as applicapable) (1)

Total 11-12

DC— Barbara Fisher (10)
John Frank (1)
John Quackenboss (1)
Scott Lewis (1)
Program Manager (as applicapable) (1)

Total 13-14

UK— Wendy Levis (10)
Keith Hocking (1)
Peter Lines (1)
Carol Nice/Marketing files (2)

Total 14

Paris **Total 10**

Japan **Total 10**

Approx. TOTAL 75

9/89

Title 1990 PROGRAM BROCHURE & ORDER FORMS - CSP

Code FCSP

U.S. Internal Distribution of Brochures

CA

Chris Carter/Marketing Files (2)
Sheila Collins (1)
Pat Cunningham (1)
Peter Cunningham (1)
Mark Drisko (1)
Renee Fenstermaker (1)
Bob Goodwin (1)
Nancy Hill (1)

Andrea Jeris (2)
Denny Wayson (1)
Jan Woolley (1)
Program Manager (as applicapable) (1)
Receptionist (1)
Balance to Sharon Collins

Total 15-16

NJ— Orinda Hoffmann (10)

Program Manager (as applicapable) (1)

Total 11-12

DC— Barbara Fisher (10)
John Frank (1)
John Quackenboss (1)
Scott Lewis (1)
Program Manager (as applicapable) (1)

Total 13-14

UK— Wendy Levis (10)
Keith Hocking (1)
Peter Lines (1)
Carol Nice/Marketing files (2)

Total 14

Paris **Total 10**

Japan **Total 10**

Approx. TOTAL 75

9/89

Title 1990 PROGRAM BROCHURE & ORDER FORMS - CSP

Code FCSP

U.S. Internal Distribution of Brochures

CA

Chris Carter/Marketing Files (2)
Sheila Collins (1)
Pat Cunningham (1)
Peter Cunningham (1)
Mark Drisko (1)
Renee Fenstermaker (1)
Bob Goodwin (1)
Nancy Hill (1)

Andrea Jeris (2)
Denny Wayson (1)
Jan Woolley (1)
Program Manager (as applicapable) (1)
Receptionist (1)
Balance to Sharon Collins

Total 15-16

NJ— Orinda Hoffmann (10)

Program Manager (as applicapable) (1)

Total 11-12

DC— Barbara Fisher (10)
John Frank (1)
John Quackenboss (1)
Scott Lewis (1)
Program Manager (as applicapable) (1)

Total 13-14

UK— Wendy Levis (10)
Keith Hocking (1)
Peter Lines (1)
Carol Nice/Marketing files (2)

Total 14

Paris **Total 10**

Japan **Total 10**

Approx. TOTAL 75

9/89

INPUT®

Information Systems Industry

Customer Service Program—U.S.

INPUT®

CLIENT SUPPORT

Access to INPUT Consultants
Clients receive continuous support from INPUT's consultants and executives. Call them for reactions and opinions.

"Hotline" Inquiry Service
The "Hotline" Inquiry Service provides fulfillment of 'short-term' research needs (requiring less than two hours) as well as clarification/amplification of report and presentation data.

Customer Service Newsletter (Bimonthly)
Questions posed by our clients through the "Hotline" Inquiry Service along with answers are reported. Current topics in the U.S. and Europe in customer service are analyzed—e.g., new vendor pricing strategies or service offerings.

On-Site Visit
An INPUT consultant presents research results and industry forecasts at your site. Your issues and interests are discussed together with industry trends.

Customer Service Conference
INPUT analyses and forecasts are presented and discussed. Vendor strategies and key industry trends will be presented.

This annual conference enables INPUT's clients to be updated on key strategic industry trends and developments, as well as to meet senior staff from other INPUT clients.

RELATED SERVICES

- Customer Service Program—Europe covers the European equipment and software maintenance and support industry.
- Custom Research and Consulting projects analyze market opportunities, user needs, competitive environment, acquisition targets, etc.
- Consultant Presentations—INPUT's consultants are available to provide presentations for planning meetings, user groups, or other functions.

PROGRAM SUBSCRIPTION OPTIONS

Based on your needs, you may select one, two, or three subscription options as follows:

MODULE 1

- Market analysis report
- Choice of 11 vendor profiles
- Choice of one user requirements report
- Choice of one special issue report
- Client support

MODULE 2

- Market analysis report
- Choice of 22 vendor profiles
- Choice of two user requirements reports
- Choice of two special issue reports
- Client support

MODULE 3

- Market analysis report
- All 33 vendor profiles
- All three user requirements reports
- All three special issue reports
- Client support

Customer Service Program—U.S.

EFFECTIVE PLANNING FOR EFFECTIVE PERFORMANCE

The Customer Service Program—U.S. evaluates, projects, and recommends changes in the computer equipment maintenance and software support fields. It emphasizes the determination of user needs and vendor performance in meeting these needs.

Through research-based studies and support services the program provides information you need to forecast service requirements, analyze competition, and address the challenges of new technology.

SCOPE

The program provides an overall examination of the computer customer service industry through a major market report, user requirements reports, vendor profiles, special issue reports, newsletters, and support services.

SPECIAL ISSUE REPORTS

In 1990 INPUT will produce three special issue reports as follows:

Analysis of U.S. Service Offerings
This report describes and compares the offerings and the terms and conditions of various vendors. It also provides an analysis of the overall strategic directions of the marketplace relative to offerings.

Local Area Network Support—User Requirements
This report will be based on data obtained from INPUT user surveys. It will examine the customer needs in this fast growth area and the acceptance trends of the new offerings for customers using local area networks (LANs).

Analysis of User Help Desk Offerings
This report will be based on data obtained from INPUT user surveys. It will examine user needs for help desk support and the acceptance trends of the new offerings supporting the help desk function.

CUSTOMER SERVICE MARKET REPORT

This major report:

- Presents forecasts of user expenditures for service for each market category
- Examines key customer service issues
- Identifies trends that could help or hinder success
- Pinpoints new opportunities for service revenue
- Recommends specific action to increase revenue

CUSTOMER SERVICE USER REQUIREMENTS REPORTS

Three Customer Service User Requirements Reports are produced: Large Systems, Midrange Systems, and PCs/Workstations. Each report measures the importance of service components and user satisfaction with vendor performance for:

- Equipment maintenance
- Software support
- Ancillary serv ices
- Education and training services
- Documentation

CUSTOMER SERVICE VENDOR PROFILE REPORTS

Profiles are produced on 20 major hardware vendors, nine major third-party maintenance vendors, and four major dealer organizations. Each profile:

- Analyzes service discounting, warranty, and pricing practices and trends
- Addresses marketing tactics and strategies
- Examines specific service offerings

About INPUT

INPUT provides planning information, analysis, and recommendations to managers and executives in the information processing industries. Through market research, technology forecasting, and competitive analysis, INPUT supports client management in making informed decisions.

Continuous-information advisory services, proprietary research/consulting, merger/acquisition assistance, and multiclient studies are provided to users and vendors of information systems and services (software, processing services, turnkey systems, systems integration, professional services, communications, systems/software maintenance and support).

Many of INPUT's professional staff members have more than 20 years' experience in their areas of specialization. Most have held senior management positions in operations, marketing, or planning. This expertise enables INPUT to supply practical solutions to complex business problems.

Formed as a privately held corporation in 1974, INPUT has become a leading international research and consulting firm. Clients include more than 100 of the world's largest and most technically advanced companies.

Offices

North America

Headquarters
1280 Villa Street
Mountain View, CA 94041
(415) 961-3300
Telex 171407 Fax (415) 961-3966

New York
959 Route 46 East, Suite 201
Parsippany, NJ 07054
(201) 299-6999
Telex 134630 Fax (201) 263-8341

Washington, D.C.
1953 Gallows Road, Suite 560
Vienna, VA 22182
(703) 847-6870 Fax (703) 847-6872

International

Europe
Piccadilly House
33/37 Regent Street
London SW1Y 4NF, England
(01) 493-9335
Telex 27113 Fax (01) 629-0179

Paris
52, boulevard de Sébastopol
75003 Paris, France
(33-1) 42 77 42 77
Fax (33-1) 42 77 85 82

Tokyo
Saida Building,
4-6, Kanda Sakuma-cho
Chiyoda-ku,
Tokyo 101, Japan
(03) 864-0531 Fax (03) 864-4114

Service Agreement

INPUT's 1990 Customer Service Program—U.S.

Yes!
Please enter my order as described:

Program subscription options:

- ❑ Module One (see back for report selections) $11,500
- ❑ Module Two (see back for report selections) $20,000
- ❑ Module Three (all reports included) $28,000

Duplex

TERM OF SUBSCRIPTION—The initial term of this subscription will be for twelve (12) consecutive months beginning _____. The subscription will automatically renew for each succeeding year unless INPUT receives written notice sixty (60) days prior to the start of each renewal period. The fees for INPUT services defined in this Agreement and it's attachments will be invoiced each year at INPUT fees then in effect, due and payable on or before the start of the program subscription period.

TERMS OF PAYMENT—Payment in full is due within 30 days of invoice date.

❑ Enclosed is my check in the amount of $_____.

❑ Bill my company on purchase order number _____ in the amount of $_____.

Travel expenses for on-site presentations are additional and will be billed separately.
California clients: Please add applicable sales tax on 25% of purchase price.
Connecticut clients: Please add 8% sales tax on total amount.

CONDITIONS AGREEMENT—The information provided shall be used only by the employees of and within the current corporate structure of the client and will not be disclosed to any other organization or person including parent, subsidiary, or affiliated organizations without written consent of INPUT. INPUT exercises its best efforts in preparation of the information provided under this Agreement and believes the information contained therein to be accurate. However, INPUT shall have no liability for any loss or expense that may result from incompleteness or inaccuracy of the information provided. INPUT reserves the right to change or modify the content of the program in response to changing client requirements.

EARLY SUBSCRIPTION DISCOUNT—A 5% discount may be deducted from the total amount of the order if payment is received by INPUT **on/before December 15, 1989**; or 2 % if received **before January 1, 1990.**

INPUT
1280 Villa Street
Mountain View
CA 94041
(415) 961-3300
Telex 171407
Fax (415) 961-3966

Authorized By:

Organization

Name

Title

Address

Telephone

Signature Date

Accepted By INPUT:

Signature

Name

Title

Date

1288S-CSP 11/89

INPUT

INPUT's 1990 Customer Service Program—U.S. Research Report Selection

Check your selections according to the module you have chosen:

Module One	Market analysis report 11 vendor profiles One user requirement report One special issue report Client support
Module Two	Market analysis report 22 vendor profiles Two user requirement reports Two special issue reports Client support
Module Three	(No selection required—all reports included)

VENDOR PROFILES

Vendors

- ☐ Amdahl Corp.
- ☐ Apple Computer, Inc.
- ☐ AT&T
- ☐ Bull-HN
- ☐ CDC
- ☐ Compaq
- ☐ Concurrent Computer Corp.
- ☐ Convex Corp.
- ☐ Data General Corp.
- ☐ DEC
- ☐ Hewlett-Packard
- ☐ Hitachi Data Systems
- ☐ IBM
- ☐ NCR
- ☐ Prime Computer, Inc.
- ☐ Stratus Computer, Inc.
- ☐ Sun Microsystems, Inc.
- ☐ Tandem Computers, Inc.
- ☐ Unisys
- ☐ Wang

TPM

- ☐ Bell Atlantic Fourth Party
- ☐ Dataserv
- ☐ Decision Data Service, Inc.
- ☐ GE Computer Services
- ☐ Grumman Systems Support
- ☐ Idea Servcom
- ☐ Intelogic Trace
- ☐ Sorbus
- ☐ TRW Inc.

Dealers

- ☐ Businessland
- ☐ Computerland
- ☐ Entree
- ☐ Tandy Corp.

USER REQUIREMENTS REPORTS

- ☐ Large Systems
- ☐ Midrange Systems
- ☐ PC.Workstations

SPECIAL ISSUE REPORTS

- ☐ Analysis of U.S. Service Offerings
- ☐ Local Area Network Support —User Requirements
- ☐ Analysis of User Help Desk Offerings

Service Renewal Agreement

INPUT's 1990 Customer Service Program—U.S.

Yes!
Please enter my order as described:

Program subscription options:

- ❑ Module One (see back for report selections) $11,500
- ❑ Module Two (see back for report selections) $20,000
- ❑ Module Three (all reports included) $28,000

Duplex

TERM OF SUBSCRIPTION—The initial term of this subscription will begin January 1, 1990 and end December 31, 1990. The subscription will automatically renew for each succeeding year unless INPUT receives written notice sixty (60) days prior to the start of each renewal period. The fees for INPUT services defined in this agreement and it's attachments will be invoiced each year at INPUT fees then in effect, due and payable on or before the start of the program subscription period.

TERMS OF PAYMENT—Payment in full is due within 30 days of invoice date.

❑ Enclosed is my check in the amount of $_____.

❑ Bill my company on purchase order number _____ in the amount of $_____.

Travel expenses for on-site presentations are additional and will be billed separately.
California clients: Please add applicable sales tax on 25% of purchase price.
Connecticut clients: Please add 8% sales tax on total amount.

CONDITIONS AGREEMENT—The information provided shall be used only by the employees of and within the current corporate structure of the client and will not be disclosed to any other organization or person including parent, subsidiary, or affiliated organizations without written consent of INPUT. INPUT exercises its best efforts in preparation of the information provided under this Agreement and believes the information contained therein to be accurate. However, INPUT shall have no liability for any loss or expense that may result from incompleteness or inaccuracy of the information provided. INPUT reserves the right to change or modify the content of the program in response to changing client requirements.

EARLY RENEWAL DISCOUNT—A 5% discount may be deducted from the total amount of the order if payment is received by INPUT **on/before December 15, 1989**; or 2% if received **before January 1, 1990.**

INPUT
1280 Villa Street
Mountain View
CA 94041
(415) 961-3300
Telex 171407
Fax (415) 961-3966

Authorized By:

Organization

Name

Title

Address

Telephone

Signature Date

Accepted By INPUT:

Signature

Name

Title

Date

1288S-CSP 11/89r

INPUT

INPUT's 1990 Customer Service Program—U.S. Research Report Selection

Check your selections according to the module you have chosen:		
	Module One	Market analysis report 11 vendor profiles One user requirement report One special issue report Client support
	Module Two	Market analysis report 22 vendor profiles Two user requirement reports Two special issue reports Client support
	Module Three	(No selection required—all reports included)

VENDOR PROFILES

Vendors

- ☐ Amdahl Corp.
- ☐ Apple Computer, Inc.
- ☐ AT&T
- ☐ Bull-HN
- ☐ CDC
- ☐ Compaq
- ☐ Concurrent Computer Corp.
- ☐ Convex Corp.
- ☐ Data General Corp.
- ☐ DEC
- ☐ Hewlett-Packard
- ☐ Hitachi Data Systems
- ☐ IBM
- ☐ NCR
- ☐ Prime Computer, Inc.
- ☐ Stratus Computer, Inc.
- ☐ Sun Microsystems, Inc.
- ☐ Tandem Computers, Inc.
- ☐ Unisys
- ☐ Wang

TPM

- ☐ Bell Atlantic Fourth Party
- ☐ Dataserv
- ☐ Decision Data Service, Inc.
- ☐ GE Computer Services
- ☐ Grumman Systems Support
- ☐ Idea Servcom
- ☐ Intelogic Trace
- ☐ Sorbus
- ☐ TRW Inc.

Dealers

- ☐ Businessland
- ☐ Computerland
- ☐ Entree
- ☐ Tandy Corp.

USER REQUIREMENTS REPORTS

- ☐ Large Systems
- ☐ Midrange Systems
- ☐ PC.Workstations

SPECIAL ISSUE REPORTS

- ☐ Analysis of U.S. Service Offerings
- ☐ Local Area Network Support —User Requirements
- ☐ Analysis of User Help Desk Offerings

INPUT®

Information Systems Industry

Customer Service Program—U.S.

Customer Service Program—U.S.

EFFECTIVE PLANNING FOR EFFECTIVE PERFORMANCE

The Customer Service Program—U.S. evaluates, projects, and recommends changes in the computer equipment maintenance and software support fields. It emphasizes the determination of user needs and vendor performance in meeting these needs.

Through research-based studies and support services the program provides information you need to forecast service requirements, analyze competition, and address the challenges of new technology.

SCOPE

The program provides an overall examination of the computer customer service industry through a major market report, user requirements reports, vendor profiles, ~~analysis reports~~, newsletters, and support services. ~~It contains four modules, each of which addresses one segment of the industry in detail:~~

~~Large Systems~~
~~Midrange Systems~~
~~PCs/Workstations~~
~~Third-Party Maintenance~~

~~Based on your needs, you may select all or any combination of the four modules~~.

SPECIAL ISSUE REPORTS

In 1990 INPUT will produce three special issue reports as follows:

→ • LOCAL AREA NETWORK SUPPORT - USER REQUIREMENTS
• USER HELP DESK OFFERINGS (ANALYSIS OF
• U.S. SERVICE OFFERINGS

CUSTOMER SERVICE MARKET REPORT

This major report:

- Presents forecasts of user expenditures for service for each market category
- Examines key customer service issues
- Identifies trends that could help or hinder success
- Pinpoints new opportunities for service revenue
- Recommends specific action to increase revenue

CUSTOMER SERVICE USER REQUIREMENTS REPORTS

Three ~~Four~~ Customer Service User Requirements Reports are produced: Large Systems, Midrange Systems, and PCs/Workstations, ~~and Third-Party Maintenance (TPM)~~. Each report measures the importance of service components and user satisfaction with vendor performance for:

- Equipment maintenance
- Software support
- ~~Professional services~~ ANCILLARY SERVICES
- Education and training services
- Documentation

CUSTOMER SERVICE VENDOR ~~ANALYSIS~~ PROFILE REPORTS

Profiles are produced on 20 major hardware vendors, 9 major third-party maintenance vendors and 4 major dealer organizations. Each ~~report~~ profile:

See 3 bullets →

Service Agreement

INPUT's
Customer Service Program—U.S.

PROGRAM SUB. OPTIONS

Yes!
Please enter my order as described:

Show same as on brochure

Renewal agreement also

- ☐ ~~Full Program (includes all modules)~~
- ☐ ~~Large Systems Program~~
- ☐ ~~Mid-Range Systems Program~~
- ☐ Third-Party Maintenance Program
- ☐ ~~PC/Workstation Service Program~~

Schedule of Fees

- ☐ ~~Full Program $19,200~~ 11,400
- ☐ ~~Three Program Modules $15,200~~ 20,000
- ☐ ~~Two Program Modules $10,900~~ 19,500
- ☐ ~~One Program Module $6,300~~ 28,200 28,800

TERM OF SUBSCRIPTION—The initial term of this subscription will begin with authorization and end December 31, 1989. The subscription will automatically renew for each succeeding year unless INPUT receives written notice sixty (60) days prior to the start of each renewal period. The fees for INPUT services defined in this Agreement and it's attachments will be invoiced each year at INPUT fees then in effect, due and payable on or before the start of the program subscription period.

TERMS OF PAYMENT—Payment in full is due within 30 days of invoice date.

- ☐ Enclosed is my check in the amount of $_____.
- ☐ Bill my company on purchase order number _____ in the amount of $_____.

Travel expenses for on-site presentations are additional and will be billed separately.
California clients: Please add applicable sales tax on 25% of purchase price.
Connecticut clients: Please add 8% sales tax on total amount.

CONDITIONS AGREEMENT—The information provided shall be used only by the employees of and within the current corporate structure of the client and will not be disclosed to any other organization or person including parent, subsidiary, or affiliated organizations without written consent of INPUT. INPUT exercises its best efforts in preparation of the information provided under this Agreement and believes the information contained therein to be accurate. However, INPUT shall have no liability for any loss or expense that may result from incompleteness or inaccuracy of the information provided. INPUT reserves the right to change or modify the content of the program in response to changing client requirements.

INPUT
1280 Villa Street
Mountain View
CA 94041
(415) 961-3300
Telex 171407
Fax (415) 961-3966

Authorized By:

Organization

Name

Title

Address

Telephone

Signature Date

Accepted By INPUT:

Signature

Name

Title

Date

1288S-CSP 11/89

RESEARCH REPORT SELECTION FORM

1

2

3 No sel req. all out

Profiles

Vendors[2] TPM[9] Dealers[4]

AMDAHL Amdahl Corp.
Apple Computer, Inc.
AT&T
O BULL HN Honeywell Bull Inc.
CDC
COMPACT
Concurrent Computer Corp.
Convex Corp.
Data General Corp.
DEC
HP
O HITA DATA SYS — maybe (Hitachi) yes
IBM
NCR
Prime Computer, Inc.
Stratus Computer, Inc. Compaq? yes - ~~several listings~~
Sun Microsystems, Inc. ~~to Compaq (software, video, etc)~~
Tandem Computers, Inc.
Unisys
Wang (Information Service Corporation Financial Laboratories)

Bell Atlantic [4th PARTY]
DATASERVE
Decision Data Service, Inc.
GE COMPUTER SERVICES
Grumman [SYS SUPPORT]
IDEA SERVCOM ? IDEA & Ideas, but no servcom
Intelogic Trace
O SORBUS
TRW Inc.

O BUSINESSLAND
COMPUTERLAND Computerland
O ENTRE
Tandy Corp.

GE, but no computer services

Spc Issue

Buddy
713 955-2334

Fred X.

Program Subscription Options

Based on your needs you may select 1, 2, or 3 subscription options as follows:

1. ~~2~~ Module

ONE
- Market Analysis Report
- Choice of 11 Vendor profiles
- Choice of 1 user requirement report.
- Choice of 1 special issue report
- Client Support

2. TWO MODULES

- Market Analysis Report
- Choice of 22 Vendor profiles
- Choice of 2 user requirement reports
- Choice of 2 special issue reports
- Client support

~~Five~~

3. THREE MODULES

- MARK. ANALY. RPT
- ~~Choice~~ all 33 Vendor profiles
- all 3 user reports
- all 3 Special issue reports
- CLIENT SUPPORT

CMKT 1/90

INPUT®

CLIENT SUPPORT

Access to INPUT Consultants
Clients receive continuous support from INPUT's consultants and executives. Call them for reactions and opinions.

"Hotline" Inquiry Service
The "Hotline" Inquiry Service provides fulfillment of 'short-term' research needs (requiring less than two hours) as well as clarification/amplification of report and presentation data.

Customer Service Newsletter (Bi-monthly)
Questions posed by our clients through the "Hotline" Inquiry Service along with answers are reported. Current topics in the U.S. and Europe in customer service are analyzed—e.g., new vendor pricing strategies or service offerings.

On-Site Visit
An INPUT consultant presents research results and industry forecasts at your site. Your issues and interests are discussed together with industry trends.

Customer Service Conference
INPUT analyses and forecasts are presented and discussed. Vendor strategies and key industry trends will be presented.

~~Joint Client Conference~~
This annual conference enables INPUT's clients to be updated on key strategic industry trends and developments, as well as to meet senior staff from other INPUT clients. ~~Attendance at this conference is available at a reduced fee for full subscribers~~.

RELATED SERVICES

- Customer Service Program—Europe covers the European equipment and software maintenance and support industry.
- Custom Research and Consulting projects analyze market opportunities, user needs, competitive environment, acquisition targets, etc.
- Consultant Presentations—INPUT's consultants are available to provide presentations for planning meetings, user groups, or other functions.

PROGRAM DESCRIPTION

CUSTOMER SERVICE MARKET REPORT

- Contains Market Forecasts (1989-1994)
- Customer Service Market Categories:
  - Large Systems
  - Midrange Systems
  - PC/Workstations
  - Third-Party Maintenance

LARGE SYSTEMS MODULE

- User Requirements Report
- Vendor Analysis Report

MIDRANGE SYSTEMS MODULE

- User Requirements Report
- Vendor Analysis Report

PCs/WORKSTATIONS MODULE

- User Requirements Report
- Vendor Analysis Report

THIRD-PARTY MAINTENANCE MODULE

- User Requirements Report
- Vendor Analysis Report

CLIENT SUPPORT

- Access to INPUT Consultants
- "Hotline" Inquiry Service
- On-Site Visit
- Customer Service Newsletter
- Customer Service Conference
- Joint Client Conference

Chg 89 Format

About INPUT

INPUT provides planning information, analysis, and recommendations to managers and executives in the information systems industries. Through market research, technology forecasting, and competitive analysis, INPUT supports client management in making informed decisions.

Continuous advisory services, proprietary research/consulting, merger/acquisition assistance, and multiclient studies are provided to users and vendors of information systems and services (software, processing services, turnkey systems, systems integration, professional services, communications services, systems/software maintenance and support).

Many of INPUT's professional staff members have more than 20 years' experience in their areas of specialization. Most have held senior management positions in operations, marketing, or planning. This expertise enables INPUT to supply practical solutions to complex business problems.

Formed as a privately held corporation in 1974, INPUT has become a leading international research and consulting firm. Clients include more than 100 of the world's largest and most technically advanced companies.

Offices

North America

Headquarters
1280 Villa Street
Mountain View, CA 94041
(415) 961-3300
Telex 171407 Fax (415) 961-3966

New York
Parsippany Place Corp. Center
Suite 201
959 Route 46 East
Parsippany, NJ 07054
(201) 299-6999
Telex 134630 Fax (201) 263-8341

Washington, D.C.
8298 Old Courthouse Road
Vienna, VA 22182
(703) 847-6870 Fax (703) 847-6872

International

Europe
Piccadilly House
33/37 Regent Street
London SW1Y 4NF, England
(01) 493-9335
Telex 27113 Fax (01) 629-0179

Paris
29 rue de Leningrad
75008 Paris, France
(16) 44-80-48-43 Fax (16) 44-80-40-23

Japan
FKI, Future Knowledge Institute
Saida Building,
4-6, Kanda Sakuma-cho
Chiyoda-ku,
Tokyo 101, Japan
(03) 864-4026 Fax (03) 864-4114